

### Complaint Data for the month October 2023

| Sr. No. | Received from           | Pending at the end of last month | Received | Resolved* | Total Pending # | Pending complaints > 3months | Average Resolution time ^ (in days) |
|---------|-------------------------|----------------------------------|----------|-----------|-----------------|------------------------------|-------------------------------------|
| 1       | Directly from Investors | Nil                              | Nil      | Nil       | Nil             | Nil                          | Nil                                 |
| 2       | SEBI (Scores)           | Nil                              | Nil      | Nil       | Nil             | Nil                          | Nil                                 |
| 3       | Other Sources (if any)  | Nil                              | Nil      | Nil       | Nil             | Nil                          | Nil                                 |
|         | <b>Grand Total</b>      | Nil                              | Nil      | Nil       | Nil             | Nil                          | Nil                                 |

^ Average Resolution time is the sum total of time taken to resolve each complaint in days in the current month divided by total number of complaints resolved in the current month.

### **Trend of monthly disposal of complaints**

| Sr. No. | Months         | Carried forward from previous month | Received | Resolved * | Pending # |
|---------|----------------|-------------------------------------|----------|------------|-----------|
| 1       | April 2021     | Nil                                 | Nil      | Nil        | Nil       |
| 2       | May 2021       | Nil                                 | Nil      | Nil        | Nil       |
| 3       | June 2021      | Nil                                 | Nil      | Nil        | Nil       |
| 4       | July 2021      | Nil                                 | Nil      | Nil        | Nil       |
| 5       | August 2021    | Nil                                 | Nil      | Nil        | Nil       |
| 6       | September 2021 | Nil                                 | Nil      | Nil        | Nil       |
| 7       | October 2021   | Nil                                 | Nil      | Nil        | Nil       |
| 8       | November 2021  | Nil                                 | Nil      | Nil        | Nil       |

|    |                |     |     |     |     |
|----|----------------|-----|-----|-----|-----|
| 9  | December 2021  | Nil | Nil | Nil | Nil |
| 10 | January 2022   | Nil | Nil | Nil | Nil |
| 11 | February 2022  | Nil | Nil | Nil | Nil |
| 12 | March 2022     | Nil | Nil | Nil | Nil |
| 13 | April 2022     | Nil | Nil | Nil | Nil |
| 14 | May 2022       | Nil | Nil | Nil | Nil |
| 15 | June 2022      | Nil | Nil | Nil | Nil |
| 16 | July 2022      | Nil | Nil | Nil | Nil |
| 17 | August 2022    | Nil | Nil | Nil | Nil |
| 18 | September 2022 | Nil | Nil | Nil | Nil |
| 19 | October 2022   | Nil | Nil | Nil | Nil |
| 20 | November 2022  | Nil | Nil | Nil | Nil |
| 21 | December 2022  | Nil | Nil | Nil | Nil |
| 22 | January 2023   | Nil | Nil | Nil | Nil |
| 23 | February 2023  | Nil | Nil | Nil | Nil |
| 24 | March 2023     | Nil | Nil | Nil | Nil |
| 25 | April 2023     | Nil | Nil | Nil | Nil |
| 26 | May 2023       | Nil | Nil | Nil | Nil |
| 27 | June 2023      | Nil | Nil | Nil | Nil |
| 28 | July 2023      | Nil | Nil | Nil | Nil |
| 29 | August 2023    | Nil | Nil | Nil | Nil |
| 30 | September 2023 | Nil | Nil | Nil | Nil |
| 31 | October 2023   | Nil | Nil | Nil | Nil |

\* Inclusive of complaints of previous months resolved in the current month

# Inclusive of complaints pending as on the last day of the month

#### Trend of annual disposal of complaints

| Sr. No. | Year               | Carried forward from previous year | Received | Resolved ** | Pending ## |
|---------|--------------------|------------------------------------|----------|-------------|------------|
| 1       | 2019-20            | Nil                                | Nil      | Nil         | Nil        |
| 2       | 2020-21            | Nil                                | Nil      | Nil         | Nil        |
| 3       | 2021-22            | Nil                                | Nil      | Nil         | Nil        |
| 4       | 2022-23            | Nil                                | Nil      | Nil         | Nil        |
|         | <b>Grand Total</b> | Nil                                | Nil      | Nil         | Nil        |

\*\* Inclusive of complaints of previous years resolved in the current year

## Inclusive of complaints pending as on the last day of the year